



**SOCIAL SECURITY**  
Office of the Chief Information Officer

September 14, 2007

Ms. Karen Evans  
Administrator for E-Government and Information Technology  
Office of Management and Budget  
Washington, D.C. 20503

Dear Ms. Evans:

On behalf of the Social Security Administration (SSA), I am pleased to submit our E-Government Annual Report in accordance with the E-Government Act of 2002, as requested in your August 1, 2007, memorandum.

SSA Continues to support the President's Management Agenda and E-Government initiatives by implementing and administering new and ongoing IT initiatives that are linked to our investments, our strategic goals and our objectives; and by sharing information and programs with our citizens, businesses, and other government agencies.

In the pursuit of excellence in the area of providing E-Government service to our citizens, SSA uses many types of feedback channels to determine that the information SSA makes available and accessible to the public is achieving intended results. These include American Customer Satisfaction Index surveys, focus groups, employee feedback, and public comments received via the 800#, email, letters, and direct contact with the public in our Field Offices. For the June 2007 quarter the Federal American Customer Satisfaction Index Scorecard of government E-commerce/Transaction Sites shows that the Internet Social Security Benefits Application (**ISBA**) scored 88 topped all Federal websites and the Application for Help with Medicare Prescription Drug Costs (**i1020**) scored 87. Additionally, SSA's Business Services Online (**BSO**) placed third with a score of 83. This means that SSA took the first 3 spots in the E-Commerce category based on customer satisfaction.

Following is our response to each of the sections requested in the FY2007 E-Gov Act Reporting Instructions.

**Section 1 – Agency Information Management Activities**

Following are Social Security Administration's links to the requested information.

- A. Chapter 4 of the SSA Information Resources Management Strategic Plan for 2007 covers the SSA Enterprise Architecture and can be accessed at <http://www.ssa.gov/irm/>.

- B. SSA has provided and continues to provide and disseminate information using multiple channels. These include the Internet, Press Releases, Paper Publications, Mailings, Briefings, and Face-to-Face Meetings. The processes and channels used to disseminate this information are carried out in accordance with our communication's tactical plans managed by our Office of Communications. The following lists the Internet links that are available to the public.

The primary link is <http://www.socialsecurity.gov/>. This focuses on providing access to general Agency, Program and Benefit information and services and other non-Agency related links. It also contains a link to the website's Policies & Other Important Information page <http://www.socialsecurity.gov/websitepolicies.htm>.

This page describes the policies and linking guidelines and includes links to the Web Content Inventory page and the Freedom of Information Act (FOIA) page. The Web Content Inventory page, <http://www.socialsecurity.gov/webcontent/>, describes the priorities and publishing schedules for all information on the web site. The Freedom of Information page, [http://www.socialsecurity.gov/foia/html/foia\\_guide.htm](http://www.socialsecurity.gov/foia/html/foia_guide.htm), is the home page for the Agency's Freedom of Information Act and contains guidelines and links to publicly available information.

- C. Currently, the Agency has no formal agreements with external entities for information dissemination to the public.
- D. The majority of SSA records are scheduled under either an agency specific schedule, or under a General Records Schedule (GRS). The GRS (<http://www.archives.gov/records-mgmt/ardor/>) contains schedules that are administrative in nature and common to most federal agencies. SSA maintains a file plan and classification scheme that describes the different types of records maintained by SSA, how the records are identified, the component having ownership, and the approved disposition. The file plan is used within the Agency and is not available to the public.
- E. The following link is to the SSA primary FOIA website <http://www.ssa.gov/foia/index.htm>. It provides access to Agency FOIA Regulations, Annual Reports, Frequently Requested Documents, Manuals and Instructions and Privacy Impact Assessments. The FOIA website is also linked in the Web Content Inventory page referred to in item B.
- F. Social Security Administration does not conduct research or development therefore it does not make R&D information available to the public.

## **Section 2 – Implementation of electronic Initiatives**

### **Electronics Records Express**

A notable accomplishment during 2007 is the SSA continued growth in the area of electronic Disability processing (eDib) which expanded options for submission of medical evidence electronically through our Electronic Records Express (ERE) website and by fax. Our communications and marketing efforts developed for ERE have been very successful and the Agency received the coveted American Business Award for Best Marketing kit (also known as the "Stevie" award). Many more examples of SSA E-Gov internal initiatives can be found, identified, and described within the Information Resources Management Strategic Plan located at [IRM Strategic Plan](#).

In Fiscal Year 2007, SSA converted to an electronic claims environment. The goal is to obtain all Medical Evidence of Record (**MER**) and Consultative Examination (**CE**) reports electronically. This will obviate the need for costly contract scanning services as well as reduce the scanning by SSA personnel. While there are still some paper based claims in our backlog, all new claims are electronic. The ERE, fax and website options for submitting documents related to disability claims was also enhanced with this conversion. The enhancements to the ERE website include conversion to the SSA standard format, section 508 compliance, new administrative features for CE providers' staffs, and electronic Outbound Requests (**eOR**). eOR permits SSA to request CE reports and some MER via electronic means and dramatically increase the capabilities for effecting quick electronic responses.

As a result of enhancements and our successful marketing campaign:

- CE providers in July of 2007 are now using ERE to submit 91.0% of CE reports compared to 75.6% in July 2006
- MER providers submitted 38.6% of all documents using ERE in July 2007 which is up from 25.6% in July 2006

In July 2007, the number of pages scanned by the contractor was 17,352,817 (356,288 documents) at a cost of \$2,294,478. In the corresponding month in 2006, the number of pages scanned was 17,144,007 (525,433 documents) at a cost of \$2,248,711. While SSA cannot control the number of pages submitted to us, we believe that without ERE, the SSA 2007 costs associated with scanning would have raised a minimum of 13% per month.

Since implementation, public satisfaction has been consistently high. Receiving MER electronically can substantially cut the time attributed to handling and mailing paper documents and it helps to make our Quick Disability Determinations initiative possible.

Should you have any questions regarding this report, please contact me or have your staff contact Joe Hasuly by telephone at 410-966-1647 or e-mail at [joe.hasuly@ssa.gov](mailto:joe.hasuly@ssa.gov).

Sincerely

Thomas P. Hughes  
Chief information Officer